



**WEST CONTRA COSTA HEALTHCARE DISTRICT  
DOCTORS MEDICAL CENTER  
PATIENT SATISFACTION COMMITTEE**

**WCCHD DOCTORS MEDICAL CENTER  
PATIENT SATISFACTION COMMITTEE  
JUNE 12, 2013 – 4:30 P.M.  
Doctors Medical Center - Cafeteria  
2000 Vale Road  
San Pablo, CA 94806**

**Governing Body Members**

*Eric Zell  
Irma Anderson  
Deborah Campbell  
Sharon Drager, M.D.  
Richard Stern, M.D.*

**Other Members**

Attached

**AGENDA**

- |   |                |
|---|----------------|
| <b>1. CALL TO ORDER</b>   | Bob Redlo      |
| <b>2. PUBLIC COMMENTS</b><br><i>[At this time persons in the audience may speak on any items not on the agenda<br/>and any other matter within the jurisdiction of the of the Patient Satisfaction Committee]</i> | Bob Redlo      |
| <b>3. OPENING OVERVIEW</b>  | Bob Redlo      |
| <b>4. COMMITTEE STRUCTURE</b>   | Sandy Myerson  |
| <b>6. PERFORMANCE IMPROVEMENT</b>   | Vanika Moeller |
| <b>8. HCAHPS AND TRAINING OVERVIEW</b>  | Vanika Moeller |
| <b>9. NEXT STEPS</b>  | Bob Redlo      |
| <b>10. WRAP UP</b>  | Bob Redlo      |

NAME		DEPARTMENT/POSITION
Last	First	
Anderson	Irma	Board Member
Amaral	Elizabeth	Peri-Op Director
Arroyo	Julio	Union Representative
Baltazar	Andrew	Infection Control
Belmonte	Laddie	RN-Emergency Department
Boatman	Jim	CFO
Brown	Alley	EVS Manager
Campbell	Mary	Med-Surg Manager
Chan	Anesia	Work Force Development/HR Manager
Chavez	Chadwick	Director of Environmental Services
Drager	Sharon	MD- Former Chief of Staff
Ellerston	Bobbie	Interim VP of Patient Care Services
Ewing	Barbara	RN-5th Floor
Fajardo	Cathy	RN-4th Floor
Fitzgibbons	Maureen	Clinical Lab, Outpatient Center Director
Gideon	Dawn	Interim CEO
Green	Essie	RN-7th Floor
Hammer	Ed	Assistant Chief Engineer
Hall	Melissa	Director of Interdisciplinary Informatics
Hardy	John	VP Human Resources
Helser	Therese	Pharmacy Director
Hodgson	Laurel	MD- Chief of Staff
Horne	Tiffany	FN
Johnson	Juli	Risk Manager
Johnson	Kim	Admitting Supervisor
Johnson	Malcolm	MD- Emergency Services Medical Director
Kaminsky	Andra	Director of Critical Care and Emergency Services
LeBeau	Steven	Critical Care Educator
Majid	Abid	MD- Intensivist
Maliekal	Jim	Pharmacist
Mariner	Christine	OR-Director
McCauley	Robert	Union Representative
McFarlain	Rebecca	Tele Manager
McGee	Leslie	Med-Surg Clinical Educator
Moeller	Vanika	Patient Relations
Naughton	James	MD- Alliance Group
Preston	Deborah	Pharmacy Technician
Raees	Muhammad	MD-Intensivist
Redlo	Bob	VP Patient/Labor Relations and Workforce Development
Ricker	Denise	MD- Medical Peer Chair
Rios	Sandi	Cardiac Rehab
Rowe	Kenneth	Chief Engineer
Scott	Eileen	Cancer Center Director
Smith	Scottus	Admitting Representative-Outpatient
Taylor	Tracy	Nutrition/Dietary Services
Tejada	Jacqueline	Medical Staff Coordinator
Tidwell	Patricia	Patient/Volunteer
Tiernan	Peter	Union Representative
Tom	Debbie	Cancer Center
Torres	Andrea	Admitting Representative-DMC
Tufail	Humayun	MD- Galen Supervisor
Watterlond	Wiley	Imaging Director
White	Kathy	Interim COO/CNO
Zell	Eric	Board Member